

ETHAN



MANAGED OFFICE 365 PRODUCT OVERVIEW

PRODUCT OVERVIEW



DISCOVER THE BENEFITS OF WORKING IN THE CLOUD

Businesses are increasingly discovering the benefits of Software-as-a-Service on the cloud. Working on cloud provides the flexibility to adapt rapidly to capacity fluxes, work from anywhere, store files centrally and keep your software up to date.

As your cloud footprint grows, the question naturally arises around whether to expand your company's IT capacity or look for external support.

This is where Ethan comes in.

Modular Structure, designed to fit the needs of your growing business.

Ethan Managed 365 offering is designed to cover all aspects of Microsoft 365 administration, operations and support. Its modular structure is designed to fit the needs of your growing business.

As your product suite expands, you can tailor your options to match.

Ethan offers 3 main packages to suit your business needs:

CORE 365 | ACCOUNT MANAGEMENT | SHAREPOINT DOCUMENTS

Alternatively you can also choose our Managed 365 product that combines all three.

THE BENEFITS



SCALES FOR YOUR GROWING BUSINESS

Managed 365 focuses on the infrastructure elements of Managed 365. Support of desktop or mobile client applications is performed by standard desktop management arrangements such as Ethan Group DaaS.

Ethan Managed 365 offering is designed to cover all aspects of Microsoft 365 administration, operations and support. Its modular structure is designed to fit the needs of your growing business. As your product suite expands, you can tailor your options to match.

Managed 365 covers:

- All administration and management of the Managed Microsoft 365 infrastructure platform
- Troubleshooting and issue resolution
- Best practice guidance
- Expert support and insights
- Proactive reporting and configuration management
- License and usage reporting
- Guidance on implementing essential features such as conditional access, multi-factor authentication and self-service password management.

WHY ETHAN'S MANAGED 365?



24X7 ACCESS TO THE RIGHT TOOLS

Why Choose Ethan's Managed 365?

Supporting the Microsoft 365 product requires dedicated resources with knowledge specific to your product mix. As your tool kit grows, opting for an outsourced solution allows immediate, 24/7 access to the right blend of skills for your needs. As a support provider, we can flex and change as you do.

Our team has expert knowledge across:

- Exchange Online
- SharePoint Online
- OneDrive for Business
- Teams - IM, presence, documents
- Azure Active Directory
- Azure Active Directory replication

Multi-level approach

Our multi-level approach enables you to build your Microsoft 365 exposure in line with the readiness of your business with the assurance that the knowledge is immediately on-hand to support your growth.



CHALLENGE ACCEPTED



UTILISE OUR EXPERT TEAM

Managing Microsoft 365 can be a complex proposition.

Implementing, customising, deploying and troubleshooting. Microsoft 365 requires IT resources with an advanced level of Microsoft knowledge and experience. Microsoft 365 is continually releasing new functionality, so keeping your team abreast of changes can be challenging.

Managed Microsoft 365 allows you to get the most out of your investment

- Access to support for incidents and service requests
- Regular reporting and alignment with best practice guidance
- Maximise use of new and existing product features

We help remove the Microsoft 365 management overhead from your IT team by providing technical support, reporting and expert guidance. We work closely with you to understand your business' Microsoft 365 requirements.

Whatever your needs, contact our team of specialists to see how we can assist with almost every aspect of Microsoft 365 administration - from migration to deployment, training on new features to client software upgrades.

You can have confidence knowing that Managed Microsoft 365 is delivered within the larger context of our Service Management framework.

LEARN MORE

